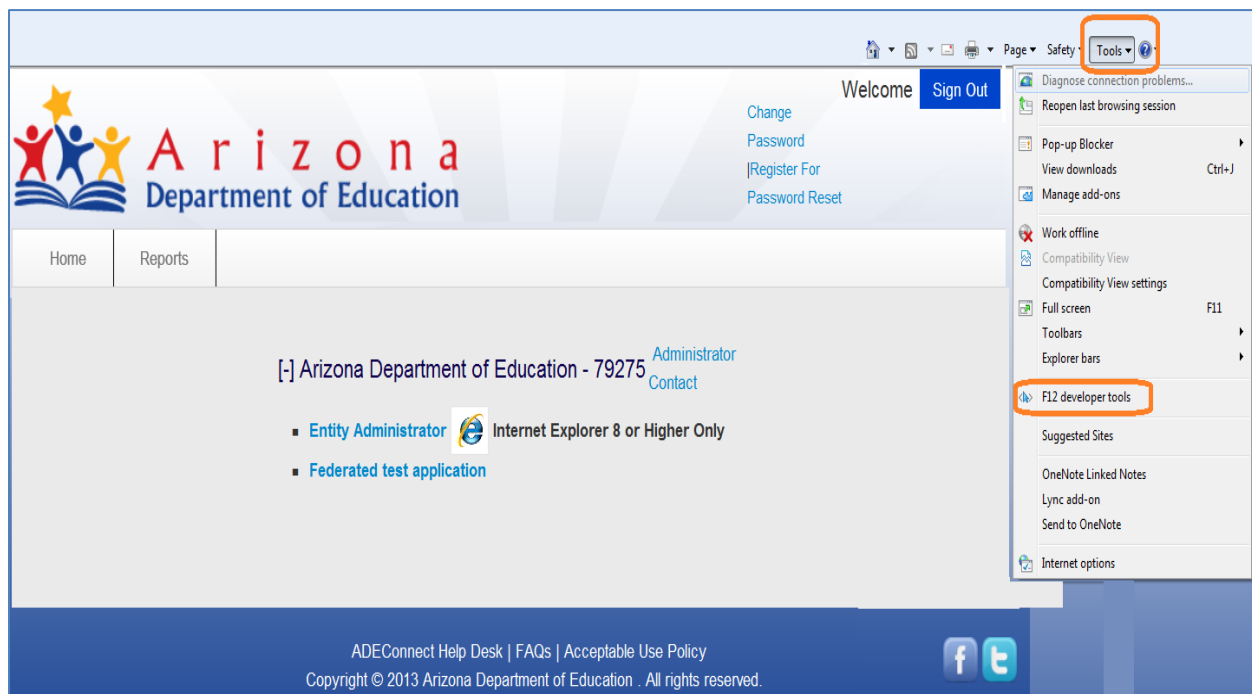


If you are accessing ADEConnect with IE11 but, the **Compatibility Mode** is less than IE8, you will receive the “Internet Explorer 8 or Higher Only”, message.



To update the Compatibility Mode, click the **Tools** menu and click on “F12 Developer Tools” or click the **F12 key** on your key board.



The bottom of the screen will display the F12 developer tools. On the left hand side, scroll to the picture of the monitors and click the picture.

Under Emulation, update the 'Document mode' to IE8 or higher.

Update the 'User agent string' to IE8 or higher. Both fields need to be updated.

The screenshot shows the Arizona Department of Education ADEConnect interface. At the top, there is a header with the Arizona Department of Education logo and navigation links: "Change Password", "Register For Password Reset", "Welcome", and "Sign Out". Below the header is a navigation bar with "Home" and "Reports" links. The main content area displays the user's role as "Entity Administrator" and a message: "Internet Explorer 8 or Higher Only". The F12 developer tools are open, showing the "Emulation" tab. In the "Mode" section, the "Document mode" is set to "8" and the "User agent string" is set to "Internet Explorer 8". The "Display" section shows "Orientation" set to "Landscape" and "Resolution" set to "Default".

The screen will refresh and the "Internet Explorer 8 or Higher Only", message will be removed. Leave the Emulation screen active. Do not close it. Closing will cause the "Internet Explorer 8 or Higher Only" to reappear. You will have to perform this process each time you access ADEConnect is your compatibility mode is less than IE8.

The screenshot shows the Arizona Department of Education ADEConnect interface after refreshing. The "Internet Explorer 8 or Higher Only" message has been removed. The user's role is still "Entity Administrator". The F12 developer tools are still open, showing the "Emulation" tab. The "Document mode" is still set to "8" and the "User agent string" is still set to "Internet Explorer 8". The "Display" section shows "Orientation" set to "Landscape" and "Resolution" set to "Default".

Summary

- **Select Tools from your menu**
- **Click F12 Developer tools link from the drop down listing**
- **When the Emulation window opens at the bottom of your screen, update the User agent string to IE8 or greater**
- **The Emulation window must be left displayed (do not close the window)**
- **Click the Entity Administration link to access the portal.**

OR

- **Click the F12 key on your keyboard**
- **When the Emulation window opens at the bottom of your screen, update the User agent string to IE8 or greater**
- **The Emulation window must be left displayed (do not close the window)**
- **Click the Entity Administration link to access the portal.**